Montana
INTERACTIVE

E-GOVERNMENT EFFORTS FOR MONTANA

Montana Interactive General Manager's Report

Executive Summary

Non-Monetary Transactions

# of transactions processed to date ……………………………………………………….. 3,862,179

Monetary Transactions (processed by Montana Interactive)

# of transactions processed to date ……………………………………………………….... 2,083,767

Gross amount collected to date (includes agency identified statutory/rule and any add'l fees) ……. 164,891,867

Total Dollars Processed through all eGovernment Services offered by the State	164,891,867
Total Dollars Remitted to the State (statutory/rule fee)	(159,881,347)
Total Net Revenues to Montana Interactive before operating expenses	**5,010,520**

Types of Revenue Breakout

Agency Funded Services (Time and Materials)	98,182
Total Dollars Collected from Self-Funded Fees (includes electronic processing fees)	4,912,338
Total Portal Revenue	**5,010,520**
Payment Processing and Other Operating Costs	(3,696,972)
Total Operating Income	**1,313,548**
Total Provision for income taxes	(367,039)
Net Income	**$ 946,509**

Other Monetary Transactions (payment info collected by but not processed by Montana Interactive)

# of transactions processed to date (Business Tax Express) …………………………………….. 37,256

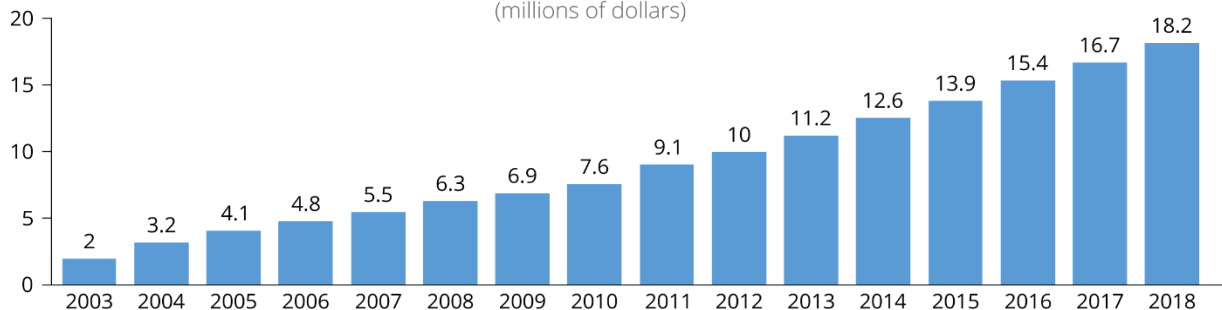Gross amount collected to date (Business Tax Express) ……………………………………………. $65,438,573

State Costs Avoided (since start of contract 2001)

Cumulative cost savings to the state …………………………………………………………………. $ 18,231,497

The "State Costs Avoided" of over $18.2 million represents the total amount the state has saved through its longstanding partnership with Montana Interactive and the use of the Self-Funded Model since 2001. This reflects costs avoided for initial development as well as the ongoing maintenance of most eGovernment services and other related eGovernment activities. Additional services are also provided to our state partners at no cost under the Self-Funded Model including but not limited to: Customer Service, 24/7 Monitoring, Hosting (in most cases), Testing, Marketing, Project Oversight, Ongoing Maintenance, Mobile Opportunities, Application Scans, Security, State-of-the-Art Infrastructure, Sox & Financial Compliance, Financial Reconciliation, SABHRS Integration and Disaster Recovery.

Cost Savings to the State of Montana
Through use of the Self-Funded Model
(millions of dollars)

Year	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Value	2	3.2	4.1	4.8	5.5	6.3	6.9	7.6	9.1	10	11.2	12.6	13.9	15.4	16.7	18.2

Overview of eGovernment Activities

Achieved in Q2 2018

24 eGovernment activities were launched and/or addressed during Q2 2018. This includes **3** Major Enhancement Requests to existing services **, 1** Common Checkout payment integration, **4** Conference & Training Registration services, **11** ePass Service Provider integrations, and **5** enhancements and additions to existing eGovernment services.

eGovernment Success Stories

Temporary Registraiton Permits - Justice

The Department of Justice Motor Vehicle Division's Temporary Registration Permit service (TRP) provides a secure user-friendly way for Montana auto dealerships, auto auction businesses, financial institutions, MVD, county motor vehicle departments, and the state auction property and supply groups to create and print a Temporary Registration Permits for a motorized vehicle.

One of the key features of this service is that it allows for the creation and tracking of multiple TRP types including: Plate Order, Limited Use, Single Move, VIN Inspection, Title Paperwork and Private Sale. Other Dealer services include: Courtesy Delivery, SI Demo, Auto Auction and 90-day permits.

The TRP service has been available to the state of Montana since 2005 and processed over 212,000 TRP transactions in 2017. Recently TRP went through a major update focusing on streamlining the user experience (including responsive design), service stability updates, and incorporated some additional service enhancements designed to offer users more flexibility and security while processing TRP's. Currently there are over 4,400 users of the Montana TRP service.

The continued updates to the TRP service have reduced the time it takes to process the various TRP types and has cut down on the manual TRP process saving both time and money for the two key user groups of the service; dealerships and Motor Vehicle Division employees or authorized agents. In addition to the time and cost saving service updates provided; a complete set of training videos on the various abilities of the service are available through the service for the users. The Montana Interactive team invested over 7,000 self-funded hours on the re-write of this important project.

Income Tax Express - Revenue

With April being tax season, the Montana Department of Revenue's Income Tax Express (ITE) service understandably saw a spike in service usage in the 2nd Quarter. Over 7,100 transactions were processed totaling over $22 million. Users primarily accessed the service using their desktops, with 80.2% using computers. An additional 14.34% of users accessed the service using mobile devices, and the remaining 5.65% used tablets.

The ITE service has continued to see increased adoption over the years. In Q2 of 2016, the service processed 6,013 transactions totaling just over $15 million for the Department of Revenue. The 2nd quarter of 2017 saw ITE have roughly 6,400 transactions processed for a total of just under $19 million.

Medical Marijuana Caregiver and Patitent Licenses – Health and Human Services

Montana continues to see growth in services relating to Medical Marijuana. The Montana Department of Public Health & Human Services (DPHHS) launched a new online service that allows medical marijuana providers, dispensaries, and patients to electronically submit license applications, as well as to make payments for associated fees. The service, which launched April 1, allows citizens to pay for a variety of different fees including provider license fees, dispensary license fees, and lab and employee permit badge fees. The service had a strong debut in the 2nd quarter, with over 6,900 applications completed.

eGovernment Activities – 2018

Service	Agency	Entity Type	Service Type	Launched
Asthma Home Visiting Program - Updates	**Public Health**	**State**	**Enhancement Request**	**06/28/2018**
Conference - 109th Annual Conference	**Montana Association of Counties**	**County**	**Conferences**	**06/26/2018**
Payment Portal - FACTS Integration	**Environmental Quality**	**State**	**CCP**	**06/25/2018**
ePass Service Provider - Benefits Administration	**Administration**	**State**	**ePass Service Provider**	**06/20/2018**
ePass Service Provider - MFFA Database	**Commerce**	**State**	**ePass Service Provider**	**06/20/2018**
ePass Service Provider - Bounds	**Public Health**	**State**	**ePass Service Provider**	**06/20/2018**
ePass Service Provider - Legal Services	**Public Health**	**State**	**ePass Service Provider**	**06/20/2018**
ePass Service Provider - Senior and Long Term Care Ombudsman	**Public Health**	**State**	**ePass Service Provider**	**06/20/2018**
ePass Service Provider - EDDI	**Public Service Commission**	**State**	**ePass Service Provider**	**06/20/2018**
Temporary Registration Permit – re-write	**Justice**	**State**	**Major ER**	**06/11/2018**
ePass Service Provider - Online Training Center	**Corrections**	**State**	**ePass Service Provider**	**06/06/2018**
Unemployment Insurance - Change Ability to Use Back Buttons in Browser	**Labor and Industry**	**State**	**Enhancement Request**	**06/05/2018**
Prescription Drug Registry - Data Destruction	**Labor and Industry**	**State**	**Major ER**	**05/30/2018**
Conference - 2020 QAP Discussion Workshop	**Commerce**	**State**	**Conferences**	**05/28/2018**
Conference - 2018 Montana Insurance Summit	**Auditor's Office**	**State**	**Conferences**	**05/16/2018**
Conference - Bring it Together (B.I.T.) Training Conference	**Commerce**	**State**	**Conferences**	**05/10/2018**
Vehicle Registration Renewal - Version 4.2 updates	**Justice**	**State**	**Major ER**	**05/10/2018**
ePass Service Provider - MDT Class Rooms	**Transportation**	**State**	**ePass Service Provider**	**05/10/2018**
Montana State Fund - Logo Update	**State Fund**	**State**	**Enhancement Request**	**04/30/2018**
ePass Service Provider - DOC Training Portal	**Commerce**	**State**	**ePass Service Provider**	**04/19/2018**
ePass Service Provider - Alfresco serving as TREADS Document Management System	**Environmental Quality**	**State**	**ePass Service Provider**	**04/19/2018**
ePass Service Provider - Montana Public Health Directory	**Public Health**	**State**	**ePass Service Provider**	**04/18/2018**
My Revenue - Spreadsheet Field Pre-Population Sprint 14	**Revenue**	**State**	**Enhancement Request**	**04/17/2018**
Correctional Offender Network - change label	**Corrections**	**State**	**Enhancement Request**	**04/05/2018**
Prescription Drug Registry - Data Dump for DPHHS	Labor and Industry	State	Major ER	03/30/2018
Made in Montana - Phase II create email template and add report columns	Commerce	State	Enhancement Request	03/29/2018
Conference - Hail Summit Conference	Auditor's Office	State	Conferences	03/28/2018
ePass Service Provider - Crime Control Bureau Montana Victim Information System	Corrections	State	ePass Service Provider	03/23/2018
Conference - Personnel Development	Environmental Quality	State	Conferences	03/21/2018
Conference - Vacuum Truck Technician Training and Troubleshooting Septic Systems	Environmental Quality	State	Conferences	03/21/2018
Payment Portal - METRC Payment Integration	Public Health	State	CCP	03/19/2018
Policy Premium Payments - Changes to Policy Number and Payment Labels	State Fund	State	Enhancement Request	03/08/2018
Conference - 2018 Summer Institute Conference	Public Health	State	Conferences	03/07/2018
AppEngine - Donations Service (changed from "add donation option" Enhancement Request to AppEngine Platform and re-wrote service)	Historical Society	State	AppEngine	03/06/2018
AppEngine – Montana Heritage Center Campaign Donation Service	Historical Society	State	AppEngine	03/06/2018
AppEngine – Education and Outreach Donation Service	Historical Society	State	AppEngine	03/06/2018
AppEngine – Greatest Need Donation Service	Historical Society	State	AppEngine	03/06/2018
AppEngine – Historic Preservation Donation Service	Historical Society	State	AppEngine	03/06/2018
AppEngine – Publications Donation Service	Historical Society	State	AppEngine	03/06/2018
AppEngine – Research Center Donation Service	Historical Society	State	AppEngine	03/06/2018

AppEngine – Museum Donation Service	Historical Society	State	AppEngine	03/06/2018
AppEngine – Sydney Edgerton Memorial Bronze Donation Service	Historical Society	State	AppEngine	03/06/2018
Payment Portal – MT Immunization Program - Over the Counter Payment Processing	Public Health	State	OTC	03/01/2018
iPermit - add fields and updates to application	Transportation	State	Enhancement Request	02/15/2018
Conference - 2018 Biennial Montana Financial Education Coalition Conference	Commerce	State	Conferences	02/01/2018
Conference - Montana Highway Patrol Eight States Conference	Justice	State	Conferences	02/01/2018
Conference - Montana Tech 2018 MBMG Mining and Mineral Symposium	University of Montana	University	Conferences	02/01/2018
Payment Portal – Flathead County Clerk of District Court Payments - Over the Counter Payment Processing	Flathead County	County	OTC	01/31/2018
Child Support Payments - Remove Ability for Double Payments	Public Health	State	Enhancement Request	01/16/2018
Conference - 2018 Annual Housing Credit Compliance Training	Board of Housing	State	Conferences	01/12/2018
Professional Licensee Lookup - Nurses Aid redirect link	Public Health	State	Enhancement Request	01/10/2018
Conference - MEDA 2018 Spring Conference	Commerce	State	Conferences	01/05/2018
AppEngine - Certificate of Need Ambulatory Surgical Centers online form	Public Health	State	AppEngine	01/04/2018
AppEngine - Certificate of Need Critical Access Hospitals online form	Public Health	State	AppEngine	01/04/2018
AppEngine Certificate of Need Home Health Agencies online form	Public Health	State	AppEngine	01/04/2018
AppEngine Certificate of Need Long-Term Care Facilities online form	Public Health	State	AppEngine	01/04/2018
Driving Record Search - Add 3% MVD Admin Fee (MI-283)	Justice	State	Major ER	01/01/2018
Monitor - Add 3% MVD Admin Fee (MI-285)	Justice	State	Major ER	01/01/2018
Vehicle History Search - Add 3% MVD Admin Fee (MI-282)	Justice	State	Major ER	01/01/2018

2018 eGov Activities by Service Category

The following service categories reflect the list of all eGovernment activities achieved in 2018. They are broken into various sub-categories that reflect the various eGovernment services/activities offered by Montana Interactive and have been delivered to our state, county and city partners. Items listed in bold reflect activities reflected in this report.

eGovernment Services & Enterprise Solutions

Customized Services & Major Enhancements
A customized eGovernment service is a service developed by MI in partnership with a state, county or city entity that allows citizens and/or businesses to interact with government. A major enhancement involves the addition of a new component and/or significant functionality change to an existing eGovernment service.

3 - new Custom eGovernment Services & Major Enhancements launched in the 2nd Quarter 2018
7 – Custom eGovernment Services & Major Enhancements launched in 2018
285 – Custom eGovernment Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Temporary Registration Permit – re-write	**Justice**	**State**	**06/11/2018**
Prescription Drug Registry - Data Destruction	**Labor and Industry**	**State**	**05/30/2018**
Vehicle Registration Renewal - Version 4.2 updates	**Justice**	**State**	**05/10/2018**
Prescription Drug Registry - Data Dump for DPHHS	Labor and Industry	State	03/30/2018
Driving Record Search - Add 3% MVD Admin Fee (MI-283)	Justice	State	01/01/2018
Monitor - Add 3% MVD Admin Fee (MI-285)	Justice	State	01/01/2018
Vehicle History Search - Add 3% MVD Admin Fee (MI-282)	Justice	State	01/01/2018

Payment Processor Integrations – Common Checkout Page (CCP)
A Payment Processor Integration is an enterprise, public-facing payment solution that is integrated into a service developed by a partnering agency or their vendor.

1 – new Payment Processor Integration(s) occurred in the 2nd Quarter 2018
2 - Payment Processor Integrations occurred in 2018
43 – Payment Processor Integrations have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - FACTS Integration	**Environmental Quality**	State	**06/25/2018**
Payment Portal - METRC Payment Integration	Public Health	State	03/19/2018

Over the Counter (OTC) Payment Solutions
An Over the Counter Payment Solution, or OTC, is an enterprise, web-based service that allows government entities to accept electronic payments in the form of debit/credit cards and/or electronic checks (eChecks). Payments can be take in person or over the phone as well as the customer entering their payment information via the Internet.

0 - new OTC Payment Solutions launched in the 2nd Quarter 2018
2 – OTC Payment Solutions launched in 2018
99 – OTC Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Over the Counter Payment Processing – MT Immunization Clinic	Public Health	State	03/01/2018
Over the Counter Payment Processing – Flathead County Clerk of District Court Payments	Flathead County	County	01/31/2018

On the Go (OTG) Mobile Payment Solutions
The On the Go service is a mobile payment solution that allows government entities to securely process debit and credit card payments on any phone or tablet. Card information can be entered manually or using one of our swipe devices.

0 – new OTG Mobile Payment Solution(s) launched in the 2nd Quarter 2018
0 – OTG Mobile Payment Solutions launched in 2018
3 – OTG Mobile Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new OTG Mobile Payment Solutions in 2018			

AppEngine
The AppEngine is a set of common building blocks that can be combined to create services and solutions in a short amount of time. AppEngine offers a simplistic, easy-to-use online forms and/or secure payment solutions.

0 – new AppEngine Solution(s) launched in the 2nd Quarter 2018
13 – AppEngine solution launched in 2018
14 – AppEngine Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
AppEngine – Historical Society Donation Service (re-wrote service in AppEngine)	Historical Society	State	03/06/2018
AppEngine – Montana Heritage Center Campaign Donation Service	Historical Society	State	03/06/2018
AppEngine – Education and Outreach Donation Service	Historical Society	State	03/06/2018
AppEngine – Greatest Need Donation Service	Historical Society	State	03/06/2018
AppEngine – Historic Preservation Donation Service	Historical Society	State	03/06/2018
AppEngine – Publications Donation Service	Historical Society	State	03/06/2018
AppEngine – Research Center Donation Service	Historical Society	State	03/06/2018
AppEngine – Museum Donation Service	Historical Society	State	03/06/2018
AppEngine – Sydney Edgerton Memorial Bronze Donation Service	Historical Society	State	03/06/2018
AppEngine - Certificate of Need Ambulatory Surgical Centers online form	Public Health	State	01/04/2018

Service	Agency	Entity Type	Launched
AppEngine - Certificate of Need Critical Access Hospitals online form	Public Health	State	01/04/2018
AppEngine - Certificate of Need Home Health Agencies online form	Public Health	State	01/04/2018
AppEngine - Certificate of Need Long-Term Care Facilities online form	Public Health	State	01/04/2018

Shopping Cart Solutions

The Shopping Cart service is a reliable, online solution that provides both online sales capability as well as a complete inventory management system with price setting and product tracking by category. Customers can purchase items security using a debit/credit card or electronic check.

0 - new Shopping Cart Solution(s) launched in the 2nd Quarter 2018
0 – Shopping Cart Solutions launched in 2018
8 – Shopping Cart Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Shopping Cart Solutions in 2018			

Enhancements to eGovernment Services

Enhancements to Existing eGovernment Services

An enhancement or addition involves any requested change to an existing eGovernment service not considered a major enhancement noted above. Examples of such a change might include the addition of a new field, text or wording changes, and design, or HTML, changes.

5 – Enhancements launched in the 2nd Quarter 2018
10 – Enhancements have launched in 2018
571 – Enhancements have launched throughout our partnership since 2006*
* this information only started to be tracked in detail in 2006

Service	Agency	Entity Type	Launched
Asthma Home Visiting Program - Updates	**Public Health**	**State**	**06/28/2018**
Unemployment Insurance - Change Ability to Use Back Buttons in Browser	**Labor and Industry**	**State**	**06/05/2018**
Montana State Fund - Logo Update	**State Fund**	**State**	**04/30/2018**
My Revenue - Spreadsheet Field Pre-Population Sprint 14	**Revenue**	**State**	**04/17/2018**
Correctional Offender Network - change label	**Corrections**	**State**	**04/05/2018**
Made in Montana - Phase II create email template and add report columns	Commerce	State	03/29/2018
Policy Premium Payments - Changes to Policy Number and Payment Labels	State Fund	State	03/08/2018
iPermit - add fields and updates to application	Transportation	State	02/15/2018
Child Support Payments - Remove Ability for Double Payments	Public Health	State	01/16/2018
Professional Licensee Lookup - Nurses Aid redirect link	Public Health	State	01/10/2018

Conference & Training Solutions

Conferences and Training Registrations

The Conference and Training Registration service is an enterprise solution that provides an online registration for people attending a conference, training, or event offered by a state, county or city entity. It also provides robust reporting and tracking capabilities for the government entity hosting the event.

4 - new Conference and Training Registrations launched in the 2nd Quarter 2018
13 – Conference and Training Registrations launched in 2018
808 – Conference and Training Registrations have launched since 2006*
* Conference and Training launched in 2006

Service	Agency	Entity Type	Launched
Conference - 109th Annual Conference	**Montana Association of Counties**	**County**	**06/26/2018**
Conference - 2020 QAP Discussion Workshop	**Commerce**	**State**	**05/28/2018**

Conference - 2018 Montana Insurance Summit	**Auditor's Office**	**State**	**05/16/2018**
Conference - Bring it Together (B.I.T.) Training Conference	**Commerce**	**State**	**05/10/2018**
Conference - Hail Summit Conference	Auditor's Office	State	03/28/2018
Conference - Personnel Development Conference	Environmental Quality	State	03/21/2018
Conference - Vacuum Truck Technician Training and Troubleshooting Septic Systems Conference	Environmental Quality	State	03/21/2018
Conference - Public Health 2018 Summer Institute Conference	Public Health	State	03/07/2018
Conference - 2018 Biennial Montana Financial Education Coalition Conference	Commerce	State	02/01/2018
Conference - Montana Highway Patrol Eight States Conference	Justice	State	02/01/2018
Conference - Montana Tech 2018 MBMG Mining and Mineral Symposium	University of Montana	University	02/01/2018
Conference - 2018 Annual Housing Credit Compliance Training	Board of Housing	State	01/12/2018
Conference - MEDA 2018 Spring Conference	Commerce	State	01/05/2018

Mobile Event Agenda
An easy to use mobile agency application available for both iOS and Android, which offers partnering entities the ability to go paperless for any conference or training event. Attendees can download the app and get real time updates, receive messages and notices of schedule changes.

0 - new Mobile Event Agenda application(s) launched in the 2nd Quarter 2018
0 – new instances of the Mobile Event Agenda application launched in 2018
3 – Mobile Event Agenda applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Mobile Event Agenda applications in 2018			

ePass Montana – the State's Single Sign-on Solution

ePass Service Providers
ePass Montana is the state's single sign-on initiative offered by DOA in partnership with MI. An ePass Service Provider request involves the integration of ePass Montana into a service developed by a partner agency or their vendor. MI provides the configuration support necessary for the integration as well as any guidance or assistance that may be needed during this process.

11 - new ePass Service Provider was configured in the 2nd Quarter 2018
12 – ePass Service Providers were configured in 2018
157 – ePass Service Providers have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
ePass Service Provider - Benefits Administration	**Administration**	**State**	**06/20/2018**
ePass Service Provider - MFFA Database	**Commerce**	**State**	**06/20/2018**
ePass Service Provider - Bounds	**Public Health**	**State**	**06/20/2018**
ePass Service Provider - Legal Services	**Public Health**	**State**	**06/20/2018**
ePass Service Provider - Senior & Long Term Care Ombudsman	**Public Health**	**State**	**06/20/2018**
ePass Service Provider - EDDI	**Public Service Commission**	**State**	**06/20/2018**
ePass Service Provider - Online Training Center	**Corrections**	**State**	**06/06/2018**
ePass Service Provider - MDT Class Rooms	**Transportation**	**State**	**05/10/2018**
ePass Service Provider - DOC Training Portal	**Commerce**	**State**	**04/19/2018**
ePass Service Provider - Alfresco serving as TREADS Document Management System	**Environmental Quality**	**State**	**04/19/2018**
ePass Service Provider - Montana Public Health Directory	**Public Health**	**State**	**04/18/2018**
ePass Service Provider - Crime Control Bureau Montana Victim Information System	Corrections	State	03/23/2018

Other Services and Solutions

Alliance Partnerships
An alliance partnership is a service that is developed and maintained by one of MI's alliance partners. The alliance partner is responsible for the management, development and overall delivery of the service and MI serves as the contract oversight as the agency's contract is with MI. The alliance partner serves as a sub-contractor under MI via the master contract with the state.

No new Alliance Partnership Services launched in the 2nd Quarter 2018
0 - Alliance Partnership Services launched in 2018
8 – Alliance Partnership Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No New Alliance Partnership Services in 2016/2017/2018			

Other Related eGovernment Activities

Other eGovernment related services offered by MI include activities such as analysis and need assessments, load tests and security scans of systems maintained by a partner entity.

No new Other eGovernment Related Activities were performed in the 2nd Quarter of 2018
0 – new Other eGovernment Related Activities were performed in 2018
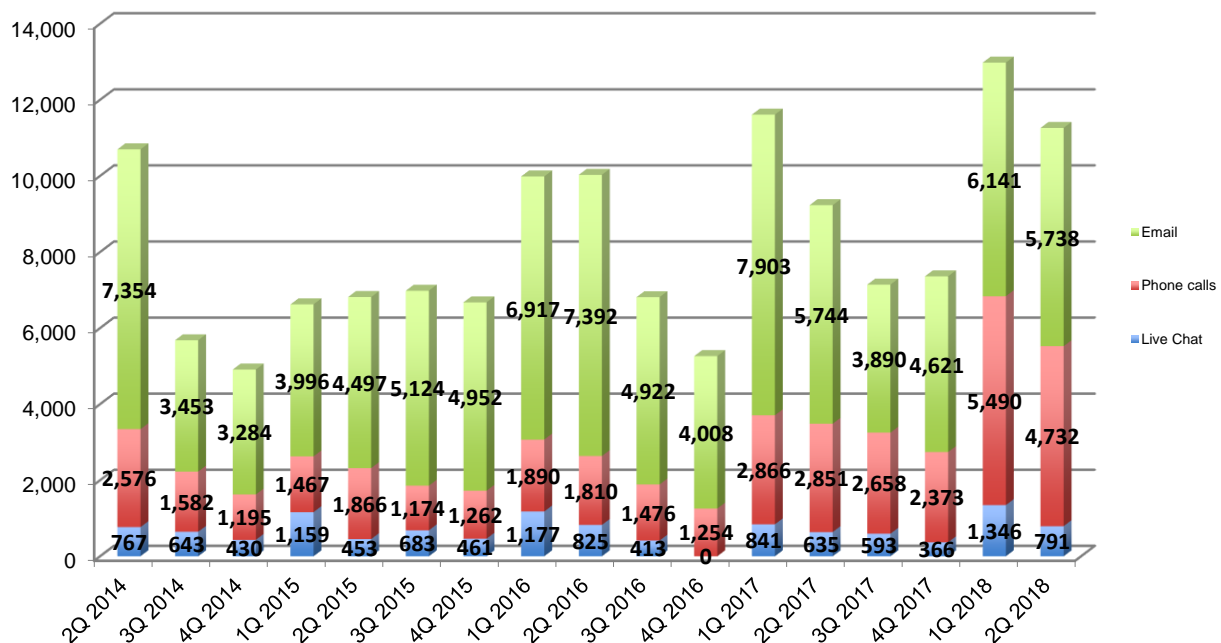*4 – new Other eGovernment Related Activities were performed throughout our partnership since 2001*

Service	Agency	Entity Type	Launched
No New Other Related Activities in 2018 to date			

SABHRS and the State Treasury

On average, Montana Interactive sends over 600 SABHRS files each month and approximately 7,200 files annually to the State Treasury for reconciliation purposes on behalf of our many state agency partners.

CUSTOMER SUPPORT

The MI Helpdesk handled 11,261 customer inquiries in the 2nd Quarter 2018
35,341 customer inquiries handled by the MI Helpdesk in 2017

SERVICE ACCESSES

Services with highest visits on app.mt.gov for 2018

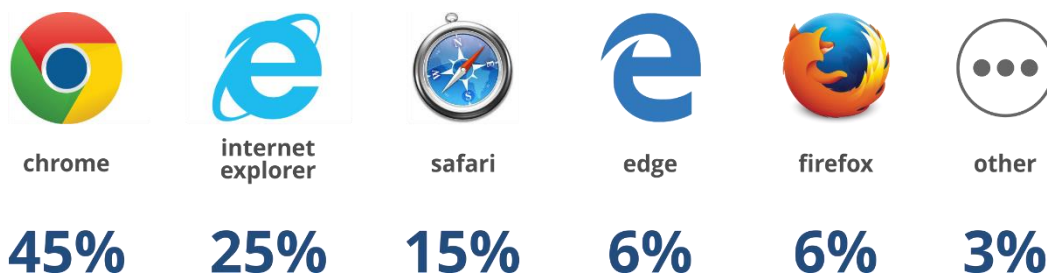| Service	Visits		Month	Visits 2017	Visits 2018
ePass Montana	733,698		January	694,229	827,842
Unemployment Insurance Filing	303,361		February	606,603	746,813
Correctional Offender Network	224,488		March	786,461	885,388
Hunting and Fishing Licenses	192,519		April	702,770	828,430
Child Support Lookup	155,566		May	654,600	727,694
Vehicle Registration Renewal (VRR)	94,485		June	574,379	682,360
Temporary Registration Permit (TRP)	87,873		July	567,271	
My Revenue	74,870		August	585,919	
Prescription Drug Registry	67,149		September	541,060	
Burn Permits	45,149		October	633,596	
Business Tax Express	37,962		November	624,831	
My Voter Page	28,513		December	631,115	
			Total	**7,602,834**	**4,698,341**

USER SESSIONS

In Q2, there were 2,209,331 total user sessions. A user session occurs when a new or returning user, on any device, enters one of the custom eGovernment services developed by Montana Interactive. MI currently has 231 individual custom services.

User sessions by device for Q2 2018

27% mobile   **5%** tablet   **68%** desktop

This represents the percentages of the 2,428,270 total user sessions, which accessed one of the custom eGovernment services offered by Montana Interactive in Q1.

User sessions by browser for Q2 2018

chrome	internet explorer	safari	edge	firefox	other
45%	**25%**	**15%**	**6%**	**6%**	**3%**

This represents the top four browsers used by citizens and businesses accessing Montana Interactive's custom eGovernment services. These percentages are based upon the 2,209,331 total user sessions in Q2. "Other browsers" include Amazon Silk, Samsung Internet, Android Webview, Android Browser,Safari (in-app), and Opera.

IN CLOSING

As always, I appreciate your time and welcome your thoughts and feedback.
I can be reached at 449-3468 X224 or bkolenberg@egovmt.com.

Respectfully Submitted,

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